

May 19, 2003

MEMORANDUM

TO: Telecommunications Coordinator

FROM: Anne Hardwick, Acting Branch Manager

SUBJECT: Change to Process for Ordering Primary and Foreign Directories

The Department of Information Technology (DIT) is currently working with Verizon Virginia, Inc. to modify the process for ordering primary and foreign directories. For purposes of this correspondence, a primary directory is defined as a telephone book for a location within a customer's local service area and a foreign directory is for locations outside of a customer's local service area.

DIT is pleased to inform agencies/institutions that Verizon has agreed to provide all **VERIZON** intrastate (Virginia) primary and foreign directories to the Commonwealth of Virginia (COV) at no cost. This includes directories for locations within Verizon South territories that were formerly known as GTE. For your convenience, a complete list of all Verizon directories is enclosed. All requests for these directories should be sent to Melissa Gregory, 110 South 7th Street, Richmond, Virginia 23219.

Foreign directories for other telephone company locations within Virginia and out-of-state will continue to incur a cost and the method for ordering and billing will change. In the past, agencies were allowed to establish standing orders to receive all requested directories on a recurring annual basis. The charges for foreign directories were billed to the agency/institution under the OC&C charges of the DIT invoice. Verizon has notified DIT that effective immediately, they will no longer honor requests from DIT for standing orders of foreign (Non-Verizon) directories and will automatically cancel all the current standing orders in place for COV agencies/institutions.

Verizon has created the Directory Store whereby customers can now order Non-Verizon foreign directories on-line at www.directorystore.com. Customers can also contact the Directory Store via their toll free number 888-266-5765 for placing orders. With the establishment of the Directory Store, DIT will no longer order foreign directories on behalf of state agencies/institutions. Each agency/institution that wishes to purchase foreign directories in the future will be able to do so by placing its order directly with the Directory Store using either of the methods described above. The agency's designated person for ordering foreign directories will be responsible for placing the orders with the Directory Store. The billing for a foreign directory will be sent directly to the ordering agency/institution based on the address provided at the time the order was placed.

Please note, ordering and delivery of primary directories will remain the same as it is today. Should you have questions, please contact Melissa Gregory at 804-371-5759 or mgregory@dit.state.va.us.

DIRECTORIES IN VIRGINIA

Abingdon**	Marion**
Accomac	Martinsville**
Alleghany County**	Mercer-Tazewell
Altavista**	Monterey**
Amelia**	Montpelier**
Amherst**	Montgomery County
Augusta County (Waynesboro)**	Mount Solon**
Bachelors Hall**	Mountain Grove**
Bedford	New Castle**
Botetourt County**	Northern Virginia
Tri-City Bristol**	Nottoway-Lunenburg**
Brookneal**	Page County**
Buggs Island**	Pembroke (Giles-Craig County)**
Chase City	Peninsula
Charlottesville**	Petersburg
Chesapeake-Princess Anne	Piedmont Area
Danville	Prince William
Dickenson-Russell	Pulaski
Emporia	Raphine
Farmville**	Greater Richmond
Floyd**	Roanoke
Fredericksburg	Rocky Mount**
Front Royal**	Scott County**
Galax*	Shenandoah**
Tri-City Kingsport (Gate City)**	Smithfield-Franklin
Giles County	South Boston**
Gloucester	South Hampton Roads (VA Beach Edition)
Gretna**	South Hampton Roads (Suffolk Edition)
Harrisonburg	South Hill**
Hot Springs**	Staunton
Lee-Wise	Warsaw
Lexington**	Williamsburg
Loudoun	Winchester
Lovingston	Wytheville**
Lynchburg	

**Denotes Independent Directories